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## **City of Salisbury to Hold Groundbreaking Ceremony for Salisbury Customer Service Center**

*Newest City Facility to Offer One-Stop-Payment Site for Citizens and to Provide Location for City's Fiber to the Home Operations*

Salisbury, NC\_November 13, 2009 – The City of Salisbury announces a groundbreaking ceremony will be held at the site of the future Salisbury Customer Service Center on November 17, 2009 at 2 pm. The 26,658 square-foot facility, to be constructed at 1415 South Martin Luther King Jr. Avenue, will provide the location for numerous city departments and serve as headquarters for the newly-created Fiber to the Home utility. The Customer Service Center will be located on a 4.5 acre lot adjacent to Harris Street and will offer citizens the opportunity to pay their water-sewer and fiber utility bills at one convenient location. A City of Salisbury Transit Service stop will be created to provide transportation for citizens to within one block of the new facility. The Salisbury Customer Service Center will become the city's largest construction project to take place over the past five decades.

In addition to customer-related services for Salisbury-Rowan Utilities, City of Salisbury, and Fiber to the Home, the center will include an Employee Wellness Center, Radio Shop, and the ACCESS16 production studio. The City's Information Technology and Training Department will also relocate to the site. Fiber to the Home management team, staff, and operations will be located at the facility with the fiber utilities' headend unit constructed on the center grounds. The headend unit will house the electronics that receive television and Internet signals and then distribute signals to fiber service subscribers. Phase One of the Salisbury Customer Service Center construction is slated for completion by February 2010 with an estimated occupancy date for the entire facility of July 2010.

Mayor Susan Kluttz, speaking on behalf of the Salisbury City Council shares, "We are sincerely pleased to provide our citizens with this site and the convenience of a one-stop-payment center. In addition to on-site customer service representatives, the Salisbury Customer Service Center will offer the added convenience of a drive-thru service." The Mayor notes that the new facility has numerous "green" elements incorporated into its design with recycled materials from local manufacturers utilized whenever possible. "All brick utilized on the service center building will be created from 100% recycled content and bricks will be produced and purchased through a local manufacturing facility. The concrete masonry accent pieces on the structure will also be created from recycled content and obtained from a local manufacturer. Structural steel used for the facility will be created from recycled steel from car parts and other reclaimed steel." Mayor Kluttz adds that the site and facility design, created by KKA Architecture of

Salisbury, also features a variety of energy saving aspects to reduce the cost for service center operation. "Heating, air, and lighting systems will be controlled by area, occupancy use, and energy efficiency. Solar panels will provide all domestic hot water for the entire complex. As we continue to grow as a municipality and expand our many services to benefit our citizens, the City of Salisbury remains diligent in our focus upon sustainable efforts that offer good stewardship of our Earth." To review a listing of sustainable initiatives included in the design of the new Salisbury Customer Service Center (SCSC) and site plan, please visit the City of Salisbury online at [www.salisburync.gov](http://www.salisburync.gov) and click on the link entitled "SCSC Sustainable Initiatives."

City Manager David Treme notes that the center will be staffed with knowledgeable customer service representatives trained to offer one-on-one consultations with citizens interested in signing-up for Salisbury's Fiber to the Home service. Treme adds that construction progress for the fiber project is currently on schedule with project staff scheduled for relocation to the Customer Service Center during summer 2010. Barring unforeseen circumstances, preliminary plans offer a deployment of fiber services to a number of areas within the city as early as July 2010. Treme offers, "Approximately one-third of the fiber project implementation involves underground construction and that phase of our fiber process is presently 97% complete. The remaining two-thirds of construction will take place above ground; approximately 20% of this aerial work has been completed." Treme shares that the Fiber to the Home project will allow Salisbury to keep pace with surrounding cities by offering affordable broadband services. By ensuring that necessary services are provided to all citizens, Salisbury looks to attract new businesses and to create future economic development. "Through vast access and high-speed connectivity, Salisbury's Fiber to the Home project can mean the difference between a rigorous local economy filled with development and growth and one that offers a future of community decline. Today, Fiber to the Home is a matter of nationwide importance and strategically, it has become a key piece of core infrastructure for society, similar to roads, water utilities, and electrical systems." Treme provides that citizens interested in obtaining more information regarding Fiber to the Home may contact Len Clark, Sales and Marketing Manager for Salisbury's fiber project, at 704-216-7575 or via email at [lclar@salisburync.gov](mailto:lclar@salisburync.gov).

The City of Salisbury is an equal opportunity employer with over 180 different job classifications and 400 full time positions. For more information regarding the City of Salisbury and its services and departments, please visit us on the web at [www.salisburync.gov](http://www.salisburync.gov). To receive updates regarding local initiatives, programs, and events, please join the city's Facebook group at [www.salisburync.gov/facebook](http://www.salisburync.gov/facebook).

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